# Jason Gwon

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## EDUCATION

**Bachelor of Science in Computer Science**                                                                     2024
College of Science and Engineering, University of Minnesota - Twin Cities                          Minneapolis, MN

## EXPERIENCE

**IT MFG System Specialist I**                                                              January 2025 – Present
L-H Battery Company, Inc. (LG Energy Solution - Honda)                                         Jeffersonville, OH
- Administered and optimized the Manufacturing Execution Software (MES), collaborating with Production, Quality, and Engineering teams during software release cycles to streamline processes, improve deployment times, and enhance system performance
- Diagnosed and resolved complex issues in Microsoft Operating Systems and L-H Battery products, enhancing troubleshooting efficiency through meticulous documentation
- Spearheaded exceptional customer support as the primary contact for system-related inquiries, consistently adhering to service level agreements (SLA) and providing solutions for MES-related issues

**IT Support Specialist**                                                                April 2024 – December 2024
University of Minnesota Office of Information Technology                                          Minneapolis, MN
- Supported a university community of over 100,000 students, faculty, staff, and alumni, managing over 1,400 technology service requests and handling 25-30 inquiries daily via phone, chat, and email, achieving a 96% customer satisfaction rate
- Created and managed tickets in TeamDynamix (TDX) to prioritize and efficiently resolve technology-related issues, reducing resolution time and enhancing customer satisfaction
- Collaborated with Tier 2 and Tier 3 IT teams, utilizing tools like TeamDynamix, BeyondTrust, Webex, WhenToWork, Slack, Jamf, MS Active Directory, and Zoom to troubleshoot and resolve technical issues

**Software Engineer Intern**                                                            December 2023 – April 2024
GenXCapital                                                                              Birmingham, UK (Remote)
- Spearheaded the development, maintenance, and user interface design of the company website, ensuring an exceptional user experience and effective communication of services, leading to a 65% increase in online engagement
- Orchestrated the development of a statistical arbitrage software using Natural Language Processing, significantly enhancing market signal identification, equity research, FX trading, asset management, and risk assessment, which resulted in a 10% profit from the initial investment
- Collaborated closely with data analysts and business analysts to leverage insights from multiple data sources, optimizing trading strategies and enhancing market competitiveness

**MIMS Specialist / Military Interpreter**                                                  January 2022 – July 2023
Republic of Korea Marine Corps                                                          Incheon, Republic of Korea
- Administered technical support requests and initiated supplier-conducted inspections for the Military Intelligence Management System (MIMS), proactively diagnosing and resolving issues to achieve 99% operational uptime
- Classified and analyzed military intelligence for the Northwest Islands Defense Command and naval fleets, enhancing operational effectiveness through precise intelligence management
- Interpreted and translated classified intelligence between U.S. and ROK Marine Corps intelligence cells, facilitating accurate communication of strategic plans to senior officers, which contributed to the successful execution of a combined exercise

## SKILLS

**Programming Languages:** Java, C, C++, C#, Python, OCaml, HTML, CSS, JavaScript, TypeScript, SQL, R, Assembly, OpenGL (Shading Language)

**Frameworks/Tools:** Node.js, Express.js, Figma, PUG, GitHub, .NET, MySQL, Visual Studio, IntelliJ IDEA, Jamf, TeamDynamix, Microsoft Office, MS Active Directory, Microsoft Operating Systems, Webex, WhenToWork, Slack, BeyondTrust

**Languages:** English, Korean